

Auglaize County Family and Children First

Service Coordination Mechanism

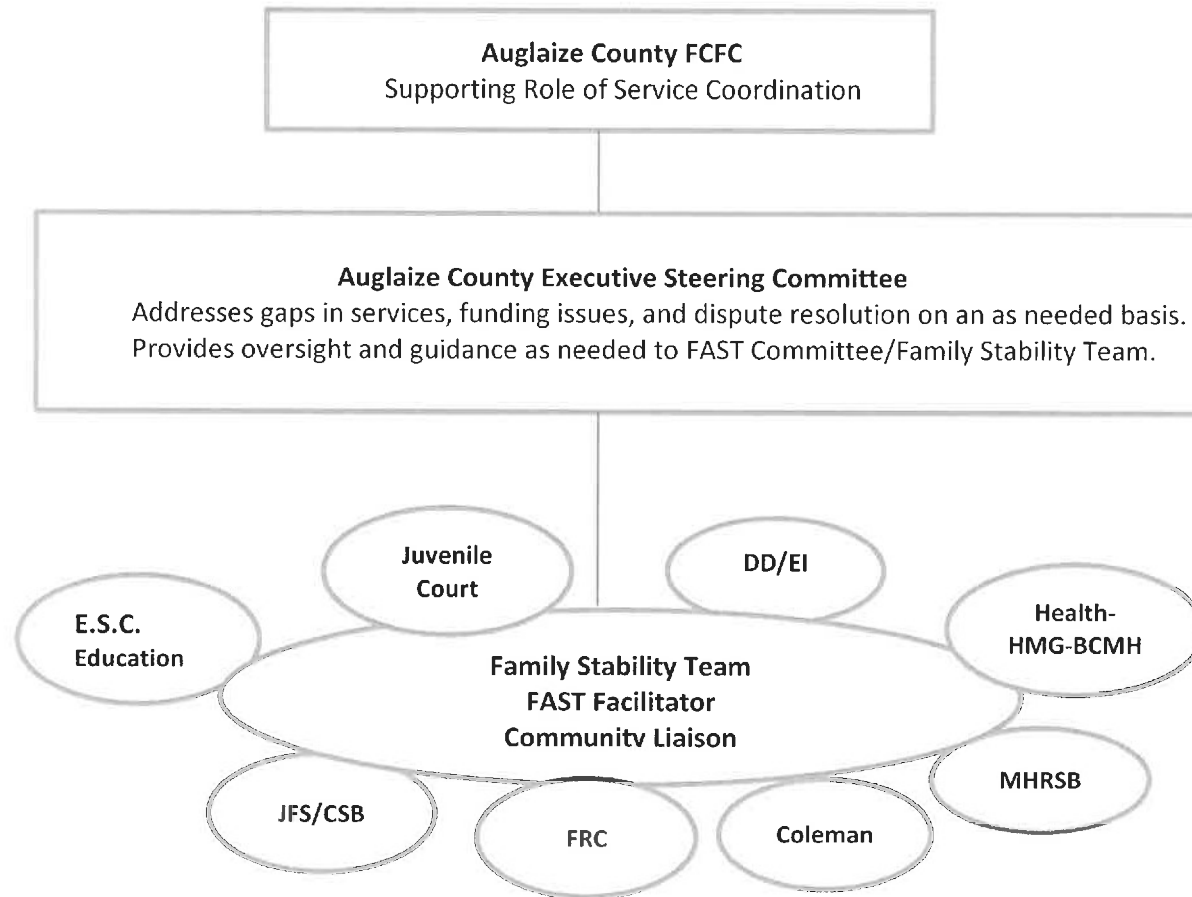


02/26/25

Table of Contents:

Roles and Responsibilities in Service Coordination.....	2
Service Coordination Description.....	3
Structural Components: Values, Principals, Levels.....	3-4
Criteria for referrals, typically served/not served/target population.....	4-5
Community Awareness.....	5-6
Procedure for referring	6-9
Procedure for ensuring that a family service coordination plan meeting occurs before a non-emergency out of home placement for multi-need children is made or within ten days after an emergency placement is made.....	10
Process for dealing with children who is alleged to be an unruly or delinquent child.....	10-11
Committee Membership, meetings, case files.....	11-12
Protecting confidentiality.....	13
Fiscal Strategies.....	13-14
Quality Assurance.....	14
Dispute Resolution.....	15

Roles and Responsibilities in Service Coordination



The Family Stability Team/FAST Committee is comprised of the above membership agencies. They are responsible for providing service coordination services in the county. As a member, they vote on all service and funding requests. Each agency has one-vote and majority rules. Membership agencies also act as the lead agency for cases. The agency that the committee feels has the most involvement and/or will be involved the longest is assigned the lead agency responsibilities. As the lead agency, it is their responsibility to ensure that services are coordinated, effectively and appropriately. It is also the lead agency's responsibility to schedule team meetings as necessary. The lead agency reports to the FAST committee for concerns, updates, reviews and any funding requests.

The FAST facilitator processes all new/initial referrals, schedules the first team meeting, chairs all FAST meetings, ensures updates and reviews are scheduled within time lines, and processes funding requests. The FAST facilitator can also approve an urgent request of up to \$200.00 without FAST committee members' approval.

Service Coordination Description

Purpose/Overview of Service Coordination:

Auglaize County has developed a county process that promotes collaboration in order to provide a comprehensive, effective, and easily accessible network of care and service for families and children. This process has been in effect since the mid 1990's as required by the state through Ohio Revised Code. The state since made additional requirements that mandate our processes be updated.

The purpose of Service Coordination through the county FCFC is to provide a neutral venue for families requiring services where their needs may not have been adequately addressed in traditional agency systems. These processes serve as a safety net for children needing a more intensive collaboration of multi-system providers. Each system has areas of responsibility, and the Service Coordination Mechanism is not intended to override current agency systems, but to supplement and enhance supports that currently exist or identify additional supports that are needed but are not currently utilized.

The entire FCFC was involved with the review and revisions. Including the following:

- Department of Job and Family Services/Children's Services
- Mental Health and Recovery Services Board
- Family Resource Center (local Board funded mental health provider)
- Coleman Services (local Board funded mental health provider)
- The county school systems/ESC
- Health Department/Help Me Grow Program
- Juvenile Court/Juvenile Justice System
- Family/Parent Representatives
- Developmental Disabilities/EI

The FAST Committee played an integral role, as they are the ones that implement the mechanism. FAST Committee membership is listed above and on the visual chart.

Structural Components

The Auglaize County Family and Children First Council supports the development of a family focused, strength based System of Care. The Family Stability Team (FAST Committee) will be the implementing body for service coordination requirements in Auglaize County and the local FCFC Executive Steering Committee will serve as the governing body of the mechanism. They will handle dispute resolution, gaps in services, and funding issues on an as needed basis. The FCFC Coordinator and/or Community Liaison acts as the FAST facilitator.

Key Values of Service Coordination:

- Services are delivered using a family-centered approach.
- Services are responsive to the cultural, racial, and ethnic differences of the population being served.
- Service outcomes are evaluated.
- Available funding resources are fully utilized and integrated.
- Home and community supports are utilized and integrated.
- Specialized treatment for difficult-to-serve populations and evidence-based treatment services are encouraged.
- Duplicative efforts among agencies are reduced or eliminated.
- Families are fully involved in decision-making for their children and are provided with family advocacy options.

Key Principals of Developing a System of Care:

- Coordinated at both the system and service level.
- Promote early identification and intervention.
- Provide the least restrictive environment while maintaining client and community safety.
- Offer a broad array of services and supports.
- Individualized.
- Family driven, youth guided and strength based.

Levels of Coordination

- Individual agency involvement and service guidance, information and referral to other resources as needed. (Level 1)
- Multi-system involvement with service guidance and/or coordination for families with **limited** issues/needs and or prevention measures and/or limited financial assistance for individual and multi-system at-risk youth and families. (Level 2)
- Multi-system/agency service coordination and/or financial assistance for the **highly** at risk families and children. (Level 3) Only at level three are families formally enrolled in the full service coordination process. In addition, only at level three are families eligible for state Family Centered Services and Support (FCSS) funding and/or state Multi-System Youth (MSY) funding.
*Limited local funding may be available for families not needing the level of three care.

Typical referrals to the FAST Committee include:

- If services are not readily available to child and family or there is a problem with the coordination of services.
- If there is a lack of funding available for a developed plan.
- The child is at risk of being removed from the home.
- The child has been emergency removed from the home.

Youth typically not served in service coordination:

Not all families who are referred to service coordination will be appropriate for service coordination through FCFC/FAST. If it is determined that referral is not appropriate for accessing service coordination mechanism, appropriate action and follow-up will be taken (e.g., referring to other programs or services). Facilitator will also notify referral source and/or family of this.

Typically, the following families that are not served through FCF/FAST include:

- The program is voluntary, so parents refusing services should not be referred to the program. On limited occasions, CSB or Juvenile Court can mandate and or court order that a family participate.
- Families already receiving service coordination through another entity such as OhioRISE.

Target Populations: including special populations and age ranges

As required in O.R.C 121.37, FCFC Service Coordination and FAST Committee are designed to assist families with youth who have multi-systemic needs who are zero through 21 years of age. With special emphasis focused on children whom are either abused, neglected, dependent, unruly, delinquent and/or adjudicated as mandated by House Bill 274.

Other target populations include multi-need/multi-system youth whose services and supports are currently not adequately being met or funded. Service Coordination can also be provided to youth in the custody of Child Protective Services and youth involved with the Juvenile Justice System if appropriate and necessary. However, FCSS funding cannot be accessed if the child is in CSB custody or other out of home placement. Local funding may be available to assist if needed.

Additionally service coordination can be used to divert juvenile justice involvement.

The FCFC Service Coordination, FAST Committee and the Early Intervention Service Coordination processes are all aligned under the county Service Coordination Mechanism as well. If a child is being served by FCFC Service Coordination/FAST and a referral is made to EI Service Coordination, upon the determination of eligibility, the lead provider of service coordination should be the EI Service Coordination provider to assure compliance with O.R.C. 5123.02. The identified county FCFC Service Coordinator and/or FCFC Service Coordination Team should support and assist with the family's IFSP/Early Intervention Plan as needed.

Community Awareness

Families and agency personnel will be made aware of and trained in the county's service coordination process through various avenues. This training/awareness will include:

- A brochure that briefly explains the Auglaize County Service Coordination Plan, the FAST Program, and how to make a referral to the Program. This brochure will be user friendly to both agency staff and families.

- FAST members are also well versed in the service coordination mechanism and will be able to provide training as needed to agency personnel and families.
- The FCF Coordinator/FAST facilitator/Family Liaison is also able to provide awareness and training to any agency personnel or families as needed.
- Efforts to inform families of the availability and purpose of service coordination are coordinated with other community programs countywide.
- The Service Coordination Mechanism in its entirety is available on the county website.
<https://www2.auglaizecounty.org/resources/job-family-services>
- There is also a Service Coordination Manual on the Ohio Family and Children First website.
https://fcf.ohio.gov/wps/wcm/connect/gov/544b171b-a506-4632-a6d5-5bff960b0171/SC+Handbook.v21.20220901.pdf?MOD=AJPERES&CONVERT_TO=url&CACHEID=ROOTWORKSPACE.Z18_JQGCH4S04P41206HNUKVF31000-544b171b-a506-4632-a6d5-5bff960b0171-p78ktr

Procedure for referring a child and family and developing a service coordination plan:

Anyone in the county has access the Service Coordination Process, including but not limited to service providers, juvenile court, and families voluntarily seeking services. If the referral meets one or more of the previously above listed criteria, the lead agency and/or family may call in a referral to the FCF/FAST office at (419) 738-3355.

1. A Parental Release Form must be signed immediately. This form can be obtained from the facilitator, coordinator, liaison or any member agency. It is the responsibility of the lead agency and/or family to get this form signed. The form can be mailed, e-mailed or hand delivered. (No action can or will be taken on the case until this form is signed.)
2. A referral form will then be filled out by the referring source/lead agency and/or family and submitted to the facilitator for processing. This form includes a minimum of the following:
 - ✓ The date or receipt of the referral.
 - ✓ Contact information for the child/family being referred.
 - ✓ Age of the person being referred at time of referral.
 - ✓ A brief description of the issues being experienced.
 - ✓ Systems/Agencies that have been involved with the person to date.
 - ✓ Contact information of the referral source.
 - ✓ Identification of Medicaid Managed Care Plan or private insurance.
 - ✓ Response to the referral or the outcome of the referral.

3. The facilitator will then establish an initial meeting time for the family and all agencies involved with the referral, including a representative from the appropriate school district. When a meeting time has been established, facilitator will notify all involved agencies and the family of the time and place. Family needs and limitations shall be considered when establishing meeting time and location. The family also has the right to invite support person(s) to this meeting as well (e.g. parent advocate, another family member, etc.). If the meeting is not an emergency and it is feasible for the parents to attend, the initial meeting will take place at the next scheduled FAST meeting. If the need is more urgent or not conducive to the parent's schedule, another time/place/location will be scheduled within ten business days after the referral is received, unless other arrangements have been made and agreed upon.
4. At the meeting, the team will become familiar with the case and begin developing the service coordination plan (SCP) for the child/family. The needs and strengths of the child/family will be assessed using our locally developed needs and strengths assessment tool. This assessment tool not only identifies the strength and needs of the child/family but also allows for cultural discovery. The tool will included a minimum of the following elements for evaluation:
 - Strengths
 - Life Functioning
 - Behavioral/Emotional Needs
 - Risk Behaviors
 - Cultural Factors
 - Potentially Traumatic/Adverse Childhood Experiences
 - Early Childhood
 - Transition Age
 - Caregiver Resources & Needs

It is requirement that each youth/family referred to FCFC Service Coordination be assessed prior to the start of the development of the formal plan to determine the level of need/care. The assessment should be updated every 90 days or more often as needed. If a youth/family has been recently assessed within the last 30 days with a formal assessment tool, those results can be obtained for assistance in determining a youth/family's level of need/care.

5. This plan will also include:
 - ✓ Actual goals and services that will be set up with the child/family and timelines for meeting those goals. These goals and services will be formulated with the help of all involved agencies, child and the parent/guardian. These services and supports will be responsive to the needs and strengths of the family as previously identified in the assessment, as well as the family's culture, race, and ethnic group.
 - ✓ Parents/family/care givers will be encouraged to participate, offer information, and suggestions throughout all aspects of plan development and implementation.

- ✓ Parents and agencies providing services may be asked to sign a contract listing their responsibilities. Parental and service provider accountability is essential to the success of the plan and all plans should ensure that assistance and services to be provided are responsive to the strengths and needs of the family, as well as the family's culture, race, and ethnic group, by allowing the family to offer information and suggestions and participate in decisions.
- ✓ The plan should also meet the needs of the children/families in the least restrictive environment possible.
- ✓ Service Coordination plans may include the following services but are not limited to:
 - ❖ Mental Health Services/Supports (Assessments, Home Based Therapy, Multi-Systemic Therapy, Counseling, Case Management, Med. Somatic services, etc.)
 - ❖ Respite
 - ❖ Educational Opportunities
 - ❖ Mentoring
 - ❖ Community Support Services
 - ❖ Case Management
 - ❖ Evening and Weekend Activities, Programs, and Services
 - ❖ Other supports and activities as deemed necessary (e.g. transportation services, financial assistance)
- ✓ A plan will be developed for addressing short-term crisis and/or a safety concerns which will allow for intervention, and at times crisis diversion. The crisis response plan will include options for preventing potential crisis and responses. The plan will be developed based on family's need and preference. Any safety concerns or safety programming should be addressed as needed. Efforts in the development of this plan will include providing support to the child/family, keeping everyone safe, and maintaining the child and family together whenever possible while assuring safety.
- ✓ If necessary, a funding plan will also be established. The FAST Committee determines funding of plans. If the FAST Committee cannot determine and/or agree on a funding plan, it will then be forwarded to the FCF Executive Steering Committee for determination.

6. After the completion of all SCP's, it is assured that the plan will include:

Designation of service responsibilities among those that provide services to children and their families including children who are abused, neglected, dependent, unruly, or delinquent children and under the jurisdiction of the juvenile court and children whose parents or custodians are voluntarily seeking services. The plan will clearly identify the service being provided and who is responsible for it and the overall family service plan goal with timeline for completion of that goal. If for any reason, needed supports or services are not readily available; the plan shall also include how priorities are chosen to address these gaps.

7. Plans will be implemented by various team members, the child and the parent(s)/guardian. There will be a coordinated assignment of responsibilities for designating authority and funding among all responsible agencies and organizations for coordinated assessment,

service plan development and implementation, as well as transitional services, activity tracking, goal completion. Needs assessments will be updated every 90 days or more often as needed to track progress as well. Since the plan is developed and approved with the family, satisfaction is assured regularly at meetings, adjusting plans as needed and through goal attainment.

8. In order to coordinate and plan management across systems, a designated individual (approved by the family) and in most cases, the lead agency, shall monitor the progress and track the outcomes of the family service plan. This individual will also schedule further meeting dates and ensure that all mandated parties including but not limited to the family, the family advocate or other support people, all involved agencies, including the appropriate school district are notified and invited. Said person also initiates reviews and facilitates those as well. All of the above said activities should be done in collaboration with the FAST Committee and facilitator.
9. Throughout the entire service coordination process, the family also has the right to initiate a meeting and invite support person(s). After referral has been accepted and a service coordination plan has been developed for the child/family, the family has the right to initiate additional meeting(s) to continue the development or review of said service coordination plan if they feel meetings are not adequately occurring. The family also retains the right to invite a family advocate, mentor, and/or other support person of the family's choice to participate in any such meeting.
If the family determines that this meeting is necessary they must contact either the FCF Coordinator/FAST facilitator/liaison or the lead agency contact person with their request for said meeting. At that point, the coordinator/facilitator and/or lead agency contact person will coordinate and schedule a meeting within ten business days of the original request. It will be the facilitator and/or lead agency's responsibility to schedule the meeting and contact interested parties. It will be the parent's responsibility to notify anyone they want to participate in the meeting (e.g. family advocate, mentor, etc.).

Notes:

- It is important to note that BEFORE a case is brought to the FAST Committee, the lead agency in collaboration with the family has attempted to work within its agency and if necessary, outside the agency to provide the necessary services to the multi-need youth/family. If these attempts have not yielded the needed collaborative results, then a referral should be made.
- FAST reserves the right to deny acceptance of a case based on: lack of agency involvement or need; parents' refusal to sign a release; lead agency and or parents will not adhere to committee recommendations; or a suitable service plan and funding sources have already been established.
- Case will automatically be closed after there has been no contact from family within last 45 days or if case has been transferred to the CME of OhioRISE.

Procedure for ensuring that a family service coordination plan meeting occurs before a non-emergency out of home placement for multi-need children is made or within ten days after an emergency placement is made.

A service coordination plan meeting will be held following the above stated referral process. The exceptions to this process are as follows:

- If the service coordination meeting is occurring to assist in the prevention of an out-of-home placement, the meeting will take place as soon as reasonably possible. With a goal of meeting within seven business days.
- If the service coordination meeting is occurring as a result of an emergency placement, the meeting will take place within ten business days of the placement.
- Please note the purpose of service coordination meetings in these instances is to assure that all alternatives to out of home placements have been explored and exhausted, as well as to provide the opportunity to plan for community supports for the family and for the child's return to the home/community.
- In this instance it is also required that the service coordination plan determines how agencies will jointly pay for services and assure that services are provided in the least restrictive environment.

Please note: This requirement applies to children who are already involved in service coordination under this mechanism. The law provides that a family may refer itself to the service coordination mechanism at any point and time, which includes any time prior to or immediately after an out-of-home placement. Nothing in this division shall be interpreted as overriding or affecting the decisions of a juvenile court judge regarding an out-of-home placement.

Process for dealing with child (ren) who is alleged to be an unruly or delinquent child.

Early identification and intervention is recognized as a critical factor in preventing a child from becoming involved with the juvenile court system. Personal and parental responsibilities to the child's needs are also to be recognized and emphasized. Involvement of law enforcement agencies and officials should be a key component when appropriate in addressing this population as well. The following is the process that will be used to identify and intervene with these types of children.

Any child-serving agency including but not limited to: the schools, children's services and mental health providers that suspect a child may be identified as alleged/unruly or delinquent but not yet involved with the Juvenile Court Systems should take the following actions:

1. Prepare a complaint/concern under Ohio Revised Code Section 2151.27 that will notify the child/parent that the complaint/concern has been prepared to encourage child and parents to comply with other methods to divert the child from the juvenile court system. The complaint/concern should be sent to FCF, similar to when a referral is made.
2. FCF/ FAST will then conduct a meeting with child, parents and other interested parties to determine appropriate methods for diversion. This meeting should include administering the locally identified needs assessment to determine the needs of the family and child. Services that might potentially assist in diversion, include but are not limited to:

- Parenting Education
 - Mentoring
 - Short-term respite
 - Alternative education programs
3. The agency preparing the complaint will work with FAST/FCF and initiate the above process. If, after the above process has been executed and exhausted, the child is still not responding, the child should then be referred on to the above-cited service coordination referral process. Any child that is at-risk for becoming involved with the juvenile justice system is also at risk of being removed from the home as juvenile detention facilities pose a constant risk for removal. Please refer back to page six, **Procedure for referring a child and family and developing a service coordination plan**. The child will then proceed to be formally enrolled in the service coordination process at a level three.

Membership, meetings, and case files

1. Each Committee member/agency is required to sign a resolution of support and confidentiality before they will be recognized as an official voting member of the FAST Committee.
2. Each member is required to attend as many meetings as possible or send a representative in their place. Each committee member is entitled to one vote. Voting is done with every financial request and may be needed to determine appropriate services.
3. Each committee member should have the authority to commit to specific resources such as services and/or funding to contribute to the development of case planning.
4. The FAST Committee may invite any other local public or private agency, group, or individual to be a temporary or permanent member of this committee on an as-needed basis (e.g. parents, outside service providers and agencies, etc.). Invitees are also required to sign a confidentiality form.
5. Regular meetings of the FAST Committee shall be held. Generally, these meetings are monthly. Individual team meetings are held as needed and are scheduled by the assigned lead agency and/or FAST facilitator.
6. The FAST Facilitator and/or community liaison will be responsible for facilitating all FAST Committee meetings. Lead agencies are responsible for facilitating individual team meetings and are trained in all aspects of the service coordination mechanism at the time of membership. The community liaison/FAST facilitator will provide necessary assistance as requested.

7. The FAST facilitator is also responsible for meeting notifications, schedule changes, and agendas for all FAST committee meetings. Lead agencies are responsible for these things at individualized team meetings.
8. Emergency meetings will be scheduled as needed. The FAST facilitator in coordination with the family and lead agency will determine when and if an emergency meeting is needed.
9. The FAST Committee will maintain a case file on all active cases. The case file shall include, at a minimum the following: a parental release form, initial referral form, and case notes. The FAST facilitator is responsible for maintaining the case file. Lead agencies will also keep case files in accordance with their agency's rules and regulations.
10. Minutes will be maintained at all FAST meetings. Lead agencies will keep minutes and/or case notes at individualized team meetings as required by their agencies rules and regulations.

Monitoring Progress and tracking outcomes

The following activities as appropriate will be carried out for each comprehensive service plan that is developed:

- Monitoring and tracking children in out-of-home placements to assure continued progress, appropriateness of placement, and continuity of care after discharge from placement with appropriate arrangements for housing, treatment, and education. This information is to be tracked and collected by the agency that placed the child and reported to the FAST Committee for review a minimum of every 90 days.
- All local councils are required by O.R.C. 121.376 to enter and update all information in to the Ohio Automated Service Coordination Information System (OASCIS) or another OFCF pre-approved database system. The information system shall contain county family and children first council records detailing funding sources and information regarding families seeking services from a county council including: (1) Demographics including: (a) number and relationship of family members; (b) genders of youth; (c) ages of youth; (d) races of youth; (e) education of youth; (2) Youth financial resource eligibility information; (3) History and desired outcomes; (4) Youth's physical and behavioral health histories, when available; (5) Names of youth's insurers and physicians, when available; (6) Individualized plans including: (a) referrals made to services; (b) services and supports received; (c) crisis plans; (d) safety plans; (7) All Relevant case file documents; (8) Any other information related to families served, services provided, or the financial resources used to provide the services. We are also required to use this information to report to our local FCFC annually evaluate and prioritize services, fill service gaps and invent new approaches to achieve better results for families. Information should be entered as it is available or within five business days of acquiring new information.

Protecting the Confidentiality of Families

It is a family's right to be assured that protecting their confidentiality is of the highest priority and the law. All information disclosed during the service coordination meetings or contained in the comprehensive service coordination plan is to be considered confidential.

- All families must sign a release of information so that members and involved agencies can exchange information. All families involved are also protected by all HIPAA and state/federal laws regarding client confidentiality.
- In addition, cases are presented and accepted by a voting procedure of FAST committee members. Once a case has been accepted, a case number is assigned using the following format: current year-lead agency initials-case number. Example: 24-JCT-400. All case discussions are identified via their case numbers, and are addressed this way in all public correspondence as well, thus omitting family names.
- As a final measure to assure the protection of family's confidentiality, all team members will sign a document that explains confidentiality expectations of information disclosed during team meetings and throughout the entire planning process as well as information included on the IFSCP.

Fiscal Strategies

Funding sources may include but are not limited to: FAST pooled funding, Help Me Grow Funds, TANF/PRC funds, individual agency/program funds, parent contributions, insurance, donations, Family Centered Support Services (FCSS) funds, MSY funds (state and local) and other grant funding as available. By accessing all of the above listed funds based upon the service provided, the population being served and the rules and regulations of the different funding streams, it is felt these resources will be maximized. The FAST Committee votes on all SCP funding requests and as approved will collaborate with the FAST facilitator and/or FCF coordinator and the FCF administrative agent to determine which source is most appropriate for funding the identified service(s) in the plan.

FAST Pooled Funding is done on an as needed basis and/or as available basis. Council asks the FAST membership agencies to commit dollars to be placed in one fund to serve the "at-risk" population and service coordination activities in our county. Membership agencies generally have dollars available to support this fund because they have reallocated dollars once used for out-of-home placements and services and are now using them to provide community based, preventative, and family-centered services.

All funds are distributed based on need, resources, and availability. However, due to state guidelines FCSS funds and MSY funds are available only at level three of service coordination. State guidelines require that FCSS and MSY funds be used only for cases with IFSCP's in place and family teams identified and information entered into OACISIS (statewide data base system). Funds are coordinated and blended as much as possible to meet the service needs of families. OFCF prohibits funding Care coordination lead cases by OhioRISE with FCSS fund and/or MSY state/local funds.

County Family and Children First Councils (FCFCs) via a grant agreement with the Ohio Department of Medicaid (ODM) may also seek multi-system youth custody relinquishment funding and/or technical assistance. Funding must only be requested to support children and youth who are at risk for custody relinquishment or have already been relinquished and need services and/or supports to transition to community and/or non-custody settings. Applications for technical assistance or funding must be submitted by the county Family and Children First Council. These will be vetted by a multi-system team composed of child/youth serving state agencies, and funding will be authorized (or not authorized) by ODM. Authorized funding will be subject to the terms of ODM's executed grant agreement with each County FCFC. Auglaize County will use this resource only as a last resort to prevent custody relinquishment and the FAST committee will decide if and when it is appropriate to apply for funding and/or technical assistance. The FAST facilitator/family liaison/FCF coordinator in collaboration with the child's team will work together to complete the application when it is deemed appropriate by the FAST committee. Updates and additional funding requests will also need to be approved by the FAST committee and completed with the collaboration of the FAST facilitator/family liaison/FCF coordinator and child's team. Parents must be actively involved in the process and be willing to actively participate in the child's treatment. FCFC will be made aware of all requests. MSY applications for those enrolled in OhioRISE must be submitted by the CME serving the family.

Quality Assurance

The service coordination mechanism and process will be monitored and reviewed through the following:

- Council will provide regular reviews of the mechanism and process annually.
- The FAST Committee will report on the mechanism and process at all FCFC meetings.
- The FAST Committee in collaboration with the Executive Steering Committee and FCFC will provide ongoing monitoring and system review.

In addition:

- All level one (see "levels/types of intervention" for level definition) cases are reviewed by involved agency(s). If additional tracking is needed because of a crisis or other significant change in circumstances, the case must be moved to level two to increase accountability and ensure stabilization.
- All level two cases are reviewed at FAST meetings as needed, but a minimum of three times in six months during initial referral. The lead agency assigned to the case is responsible for tracking and monitoring case.
- All level three cases are reviewed initially at every FAST meeting, then as needed, but a minimum of every 90 days. Again, lead agency is responsible for tracking and monitoring case.
- All levels of intervention, the lead agency is responsible for collecting this information, tracking the outcomes of the child/family and service coordination plan and then reporting this information to the FAST Committee as needed, requested and/or required.
- The FAST Committee then reports overall data collection to the Council so that Council in direct collaboration with the FAST Committee can evaluate and prioritize services, fill service gaps and invent new approaches to achieve better results for families and children. This reporting includes all children involved in service coordination, including those being placed outside the home while involved with service coordination. This is also reported annually on our required state Shared Plan.

These monitoring and review mechanisms will assure that the plan and its process are kept up to date, effective and will yield better outcomes for families and children. In addition, service coordination data is available to the state for evaluation through the OASCIS database.

Dispute Resolution

This local dispute resolution process shall be used to resolve disputes between agencies, the child, the children's parents or custodians and/or agencies and the Council regarding service coordination and or plans. The Council will in collaboration with the FAST Committee inform the parents or custodians of their right to use and access the dispute resolution process and to be included in all aspects of the process, if they choose. In the event that a disagreement occurs in the initial referral or in the formulation or implementation of the family service coordination planning process, the following dispute resolution process shall be implemented.

1. If there is a significant and unresolved conflict regarding any aspect of the child/family referral, plan development, or plan implementation, by any participant (including youth or parents), every attempt shall be made to resolve the conflict within the parameters of the FAST Committee. The lead-referring agency shall initiate negotiations in collaboration with the FAST facilitator, and involved service agencies/providers to resolve disagreement. The goal is to maintain the mediation and resolution of the conflict as close to the direct case providers as possible.
2. In the event the conflict *cannot* be resolved at the FAST level, a formal statement of conflict shall be filed with the FCFC chairperson and or FCF Coordinator. The statement shall be filed by the individual or agency that feels the issue has not been resolved. This statement shall be issued within five business days of the last FAST meeting that was completed to resolve the disputed issue.
3. The FCF Chair or the FCF Coordinator shall copy and make available the formal statement of conflict to all members of the Executive Steering Committee. The FCF Chair and/or the FCF Coordinator shall set a date and time within ten business days of receipt of the formal statement, for the Executive Steering Committee to meet and review the statement or as soon as feasibly possible.
4. After the meeting and within seven business days of the meeting, the Executive Steering Committee will issue a formal response to all affected parties.
5. The decision of the Executive Steering Committee may be appealed one time in writing within ten business days of receiving the written response from the committee. The Executive Steering Committee will then go through the dispute resolution process again to attempt to resolve the dispute. The entire above process should not exceed 30 working days unless all involved parties agree to continue the dispute resolution process beyond the 30 days, with the intent of a resolution that does not involve the Juvenile Court System. In no case shall the process exceed 60 business days.
6. If the dispute regarding the provision of services that originates from a family is still not resolved, it may be referred to the State Service Coordination Committee. If this is done, all parties must agree to this and the process should be facilitated through the FCF Coordinator/FAST facilitator. The State Service Coordination Committee will review the dispute and make recommendations to the OFCF Cabinet Council for its review and approval. After approval, OFCF will respond in writing to the local Council. This response will occur within 30 days of the original request. For disputes originating from a parent/guardian, any decision made by the State Service Coordination Committee will be considered final.

7. If the dispute regarding the provision of services that originates from an agency is still not resolved, it may then be referred to the local Juvenile Judge for processing and action. The request will be made by the FCF Council President within seven business days of the final attempt to resolve the dispute. In addition, with the direction of the FCF Council President and Coordinator all involved parties are required to gather and prepare all necessary information regarding assessment and treatment information concerning the case for the court.
8. The Juvenile Judge must decide if the dispute has jurisdiction and if so, the scope of jurisdiction is all pursuant to statute, Sec. 2151.23 of the Ohio Revised Code.
9. While the dispute resolution case is pending in court, the parties involved will proceed with the determination from the Executive Steering Committee and/or State Service Coordination until the judge takes action. Any agency expending funds while a case is in the judicial process will be reimbursed if it is later determined that the agency/individual is not responsible to do so. This reimbursement will take place by whatever agency is deemed responsible.
10. The final arbitrator of the dispute and case resolution is the presiding Juvenile Court Judge. His/her decision is final and binding.
11. The dispute resolution process shall otherwise take place in accordance with Sec. 121.38 of the Ohio Revised Code. In addition, this procedure does not replace other rights or procedures that parents/custodians may have under other sections of the Revised Code.

****Please note: Parents/custodians shall use existing local agency grievance procedures to address disputes not involving service coordination. Also, if this process is being accessed for a Help Me Grow child/family both Dispute Resolution Processes are aligned-see HMG Policy and Procedures.***

*****All disputes emergency and non-emergency shall adhere to above listed timeframes and be resolved in as timely as possible. The entire process should not exceed 120 days.***